

LEADERSHIP IN ACTION™

How do you make a great product even better?

First, the President reminded everyone of Saflok's history of quality and their constant strive to improve.

"We invented the first magnetic stripe lock over 12 years ago and now we're the first in the industry with the Datakey." This unique system monitors the use of each hotel staff key and provides an audit trail. But how can we do even better?"

"What about the fact that we pioneered interfacing electronic lock units to work with perimeter doors, panic exit hardware, and elevator and health club controls," interjected the Marketing Manager. "And remember that our system has the capability to interface with most hotels' property management systems..."

"And we developed the Passport System" for smaller hotels so that they get the important advantages of our larger systems..." reminded the Sales Manager.

"Don't forget our wide selection of popular handle styles, fancy escutcheons and decorative finishes," stated Product Design.

A typical CSS meeting is filled with ideas. Good ideas to make our products even better. Listen in on last week's meeting about the Saflok SL2500 electronic guest room lock.

Customer Service quickly chimed in. "And our service and customer support are constantly being honed. Plus, we have four conveniently located service centers across the country, and offices in Europe and the Far East."

"Okay—we think the Saflok SL2500 is the best electronic guest room lock; it has interfacing capabilities, a wide decorative selection, and is supported by the finest customer service—I agree," said the President. "But I know there's something else!"

For a moment there was silence. Then a brave voice from the back of the room said, "I have an idea..."



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